

Docket No.: WD2-96-002X  
09/112,131

1304  
a controller unit for receiving an end user request from an end user, the controller unit having a database for storing therein a plurality of expert qualifications, each expert qualification associated with an expert address corresponding to a particular expert;

means for classifying the end user request to determine an end user request classification;

means for searching at least one external database for an expert address which corresponds to the end user request classification;

means for searching at least one external database to identify

an expert corresponding to the end user request classification and

an identified expert address corresponding to the identified expert;

means for authenticating data communications between the controller unit and the expert;

means for transmitting at least a portion of the end user request to the identified expert address;

means for receiving at least one expert answer responsive to the transmitted end user request; and

means for transmitting at least a portion of the expert answer to the end user.

### REMARKS

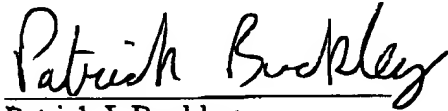
Claims 1, 67 and 113 have been amended, without prejudice or disclaimer to the underlying subject matter, solely to expedite prosecution of the present application. Applicants reserve the right to pursue the subject matter of the original claims in this application and in other applications. No new matter has been added. Claims 1, 67, 113 and 177-190 are pending in the application, and Applicants respectfully request allowance of these claims.

If any issues remain, or if the Examiner has any further suggestions for expediting allowance of the present application, the Examiner is kindly invited to contact Patrick Buckley at telephone number (203) 329-1114 x239 or through electronic mail at Patrick.Buckley@WalkerDigital.com.

Docket No.: WD2-96-002X  
09/112,131

Please charge any fees that may be required for this Amendment, or credit any overpayment to Deposit Account No. 50-0271.

Respectfully submitted,



Patrick J. Buckley  
Attorney for Applicants  
Registration No. 40,928  
Walker Digital Corporation  
One High Ridge Park  
Stamford, CT 06905-1325  
(203) 329-1114 x293

Date: June 22, 1999

**Official**